From:	Jocelyn.Boyd
Sent:	Friday, August 09, 2013 9:00 AM
To:	Deborah.Easterling; Daphne.Duke; Tricia.DeSanty
Cc:	charles.terreni@terrenilaw.com; selliott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Subject:	FW: basement flood

From: Betts Wally & Kasey [mailto:wbetts@comporium.net]
Sent: Thursday, August 08, 2013 9:20 PM
To: Jocelyn.Boyd
Subject: basement flood

To whom it may concern;

My name is Wallace Betts, and I live with my family in Tega Cay.

On May 12 of this year, Mother's Day, our home was flooded with raw sewage. It turned out that tree roots had broken the clay pipes on city property, and Utilities, Inc., Tega Cay's water services company, took full responsibility. They replaced the clay pipes with PVC pipe and gave me a number for their insurance company, Liberty Mutual. We suffered about $3000 worth of property damage, and repairs are expected to cost about $3100.

Yet it's been three months now, and my basement is still destroyed and unusable. There's not even a toilet down there anymore. Liberty Mutual is refusing to repair the basement to it's former state, instead telling me to pay about $2,300 out of my pocket to fix a problem caused by no fault of my own.

We used the basement as a pantry and storage area, but now it's unusable. We had to move many of our possessions from the basement to a PODS storage unit that's been blocking parking space in our driveway for three months. Many more items had to be moved to other rooms, and our home has become cluttered and messy as a result. I also lost several items that can't be replaced like high school year books and family pictures we've had since the 70s.

We just want them to do what is right and restore our home back to how it was before it was flooded with raw sewage. I'd greatly appreciate anything you can do to help.

Thank You,

Wallace Betts

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Tega Cay, SC 29708
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Cell: (803) 493-3997